

Rockville Senior Center
Participant Satisfaction Survey
RESULTS OF CLOSE ENDED QUESTIONS ONLY
(Number of Respondents =535)

Average Age = 75 years

Gender: 186 (35%) MALE
 349 (65%) FEMALE

How often do you visit the Center?

Daily	57 (11%)
A few days a week	236 (44%)
3-5 times per month	127 (24%)
Once a month	24 (4%)
Less than once a month	78 (15%)
No Response	13 (2%)

MEMBERSHIP

Are you a member of the Rockville Senior Center?

Yes	524 (98%)
No	11 (2%)

If yes, are you a Rockville resident or non-resident member?

Resident	432 (81%)
Non-Resident	64 (12%)
No Response	39 (7%)

How long have you been a member (of 524 who are members)?

Less than 3 years	148 (28%)
4-7 years	168 (32%)
8+ years	187 (36%)
No Response	21 (4%)

If you are a member, do you think you receive good value for your membership dues (of 524 who are members)?

Yes	467 (89%)
No	29 (6%)
No Response	28(5%)

Do you have a Fitness Membership?

Yes	209 (39%)
No	309 (58%)
No Response	17 (3%)

PROGRAMS, TRIPS & SPECIAL EVENTS

Are there any PROGRAMS OR ACTIVITIES in which you would like to participate that are not offered at the Rockville Senior Center?

No Response = 393 (74%)

Are there any day TRIPS in which you would like to participate that are not offered at the Rockville Senior Center?

No Response = 425 (80%)

Are there any SPECIAL EVENTS in which you would like to participate that are not offered at the Rockville Senior Center?

No Response = 481 (90%)

Are you satisfied with the cost of the programs and classes offered at the center?

Yes, programs and classes are a bargain here	161 (30%)
Yes, program and class costs are reasonable	252 (47%)
Somewhat, programs and class costs are sometimes too expensive	62 (12%)
No, the cost of programs and classes is too high	25 (5%)
No Response	35 (7%)

Are you satisfied with the cost of the day trips offered at the center?

Yes, trips are a bargain here	55 (10%)
Yes, trip fees are reasonable	127 (24%)
Somewhat, trip fees are sometimes too expensive	94 (18%)
No, the cost of trips is too high	27 (5%)
No Response	232 (43%)

Are you satisfied with the variety of programs and classes for both women and men?

Yes, there is a good variety of classes for men and women	245 (46%)
Yes, there are classes available for men and women	118 (22%)
Somewhat, there could be more classes tailored to just MEN	14 (3%)
Somewhat, there could be more classes tailored to just WOMEN	14 (3%)
No, I do not feel there is enough variety of programs and classes for MEN	7 (1%)
No, I do not feel there is enough variety of programs and classes for WOMEN	3 (1%)
No Response	134 (25%)

INFORMATION AND OUTREACH SERVICES

Are there any additional information or outreach services which you think should be offered at the Rockville Senior Center?

No Response = 487 (91%)

When you have a question related to aging issues, do you think of calling the Rockville Senior Center first?

Yes	137 (26%)
No	209 (39%)
No Response	189 (35%)

NUTRITION & WELLNESS

Do you eat lunch at the center?

Yes, every day	29 (5%)
Yes, not every day, but frequently	46 (9%)
Occasionally	82 (15%)
No, I do not eat lunch at the center	352 (66%)
No Response	26 (5%)

Do you participate in the weekly Supper Club?

Yes, every week	31 (6%)
Yes, a few times a year	27 (5%)
No	437 (82%)
No Response	40 (7%)

Do you purchase breakfast items at the Morning Glory Café Snack Bar?

Yes, every day	6 (1%)
Yes, not every day, but often	13 (2%)
Occasionally	64 (12%)
No	424 (79%)
No Response	28 (5%)

Do you think we could improve the breakfast, lunch or supper offerings at the center?

No Response = 362 (68%)

Are there any additional wellness services which you think should be offered at the Rockville Senior Center? If yes, please list.

No Response = 459 (86%)

TRANSPORTATION

How do you travel to the Rockville Senior Center? (Check all that apply)

Drive my own car	394 (74%)
As a passenger in someone else's car	42 (8%)
Senior Center buses	88 (16%)
Metro Access	2 (0%)
Taxi	9 (2%)
Ride-On Bus	24 (4%)
Walk	5 (1%)
No Response	10 (2%)

Do you find it difficult to travel to the Senior Center using your normal means of transportation?

Yes	23 (4%)
No	412 (77%)
No Response	100 (19%)

Do you drive at night?

Yes	295 (55%)
No	183 (34%)
No Response	57 (11%)

ADVERTISING/MARKETING

Do you read the monthly Senior Center Newsletter?

Yes	490 (92%)
No	27 (5%)
No Response	18 (3%)

If yes, are there any improvements that you would like to suggest?

No Response = 292 (55%)

How do you find out about programs and services offered at the Rockville Senior Center? (Check all that apply)

Monthly Senior Center Newsletter	456 (85%)
Recreation Guide	257 (48%)
Rockville Reports	173 (32%)
Flyers in the Building	121 (23%)
Word of Mouth	137 (26%)
Other	5 (1%)

In what language would you prefer information about the programs and services at the Rockville Senior Center be offered?

Add Chinese for important news.

American

Bilingual (2)

Chinese (21)

English (271)

English & Chinese (4)

English, as this is an English speaking country

English, Japanese, Korean

English, Spanish (3)

English, Spanish & Chinese (3)

Makes no difference

Spanish (12)

VOLUNTEERS

Do you volunteer at the Senior Center?

Yes	137 (26%)
No	361 (67%)
No Response	37 (7%)

If yes, do you have any suggestions for improvements to the volunteer experience?

No Response = 121 (88% of those who do volunteer)

If no, what could we do to encourage you to volunteer?

No Response = 267 (74% of those who do not volunteer)

FACILITY

The building satisfies my needs:

Always	356 (67%)
Sometimes	89 (17%)
Rarely	7 (1%)
Never	7 (1%)
No Response	76 (14%)

I would suggest the following improvements for the building

No Response = 381 (71%)

Do you think the Rockville Senior Center should change its name to encourage greater use by adults 60 and older?

Yes	39 (7%)
No	414 (77%)
No Response	82 (15%)

Would you attend programs or visit the Rockville Senior Center if it were open earlier in the day (7:00 a.m.)?

Yes	73 (14%)
No	410 (77%)
No Response	82 (15%)

Would you attend programs or visit the Rockville Senior Center if it were open during the evening (5:00 p.m. – 10:00 p.m.)?

Yes	169 (32%)
No	296 (55%)
No Response	70 (13%)

Would you attend programs or visit the Rockville Senior Center if it were open during the weekends:

Saturday 8:30 a.m. – 5:00 p.m.

Yes	246 (46%)
No	207 (39%)
No Response	82 (15%)

Sunday 8:30 a.m. – 5:00 p.m.

Yes	132 (25%)
No	268 (50%)
No Response	135 (25%)

INFORMATION DESK

Are you satisfied with the services you have received from the Information Desk?

Yes, the registration staff and volunteers performed above my expectations	265 (50%)
Yes, the registration staff and volunteers met my expectations	239 (45%)
No, the registration staff and volunteers performed below my expectations.	9 (2%)
No Response	22 (4%)

The process to purchase or renew MEMBERSHIPS is

Excellent	237 (44%)
Good	237 (44%)
Poor	4 (1%)
No Response	57 (11%)

The process to register for PROGRAMS is

Excellent	196 (37%)
Good	237 (44%)
Poor	6 (1%)
No Response	96 (18%)

The lottery process to register for TRIPS

Excellent	83 (16%)
Good	152 (28%)
Poor	30 (6%)
No Response	270 (50%)

New members are made to feel:

Welcome and aware of programs, policies and building layout	215 (40%)
Welcome, but not aware of programs, policies or layout	144 (27%)
Unwelcome, but aware of programs, policies and building layout	4 (1%)
Unwelcome	7 (1%)
No Response	165 (31%)

OVERALL SATISFACTION**Attending the Rockville Senior Center has improved my quality of life.**

Yes	421 (79%)
No	21 (4%)
No Response	93 (17%)